

**Department of Mental Health  
Mental Health Services Act  
Stakeholder Process  
Client/Family Member Pre-Meeting Survey  
Summary of Responses  
March 16, 2005  
For Discussion Only**

**1. Including today how many of the MHSA client/family Pre-meetings have you attended?**

<b>Number of Meetings</b>	<b>Number</b>	<b>Percent</b>
1	15	32%
2	11	23%
3	7	15%
4	14	30%

**2. What do you see as the purpose of the client and family member pre-meeting?**

	<b>Number</b>	<b>Percent</b>
Review the agenda for the afternoon workgroup	26	55%
Opportunity for DMH staff to provide information on workgroup topic	32	68%
Clarification of client/family member perspective on workgroup topic	33	70%
Share ideas from client/family member organizations on workgroup topic	40	85%
Other	10	21%

- More collaboration among regional counties and coming together to work as a whole instead of against.
- To air what is in our souls and hearts as well as what is in our heads.
- Greater participation and greater opportunity for expression.
- Discuss new ideas and strategies.
- Interaction among clients and family.
- Warm-up session to get used to atmosphere of people.
- A good way to get input from this population.
- What really happens: Complaint session on everything related to MHSA and additional complaints about the universe.

3. How important is it for clients and family members to have an opportunity to ask DMH staff questions about the meeting topic during the pre-meetings?  
(1 = Very important, 5 = Not at all important)

Rank of Importance	Number	Percent
1	38	81%
2	5	11%
3	3	6%
4	0	0%
5	1	2%

4. In thinking of different formats for the client and family pre-meetings for MHSA workgroups, please rank the following in terms of how useful you think each approach is: (1=most useful; 5=least useful)

	1	2	3	4	5
Large group question and answer session with DMH staff	16	8	6	4	4
Large group state-facilitated meetings reviewing the afternoon workgroup agenda	11	6	8	5	8
Large group client/family member discussion facilitated by a client or family member	12	11	8	7	3
Small group client/family member discussion facilitated by a client or family member	19	8	7	4	2
Informal, unfacilitated opportunity for networking	4	6	7	6	13
Other	1	0	0	0	0

**Other:**

- Youth voice.
- After work on MHSA “hurry up” is done, more informal networking would be more important.
- Have a meeting where family and clients work out the details.
- Review of ideas faxed to participants and County Mental Health Office.

## **5. Other feedback about the client and family pre-meetings**

### ***Meeting Process***

- Make sure everyone speaks before a person who has spoken speaks again.
- Keep a period of time for each topic, such as 10 minutes.
- Must be facilitated professionally.
- Absolutely run by consumers and family members: they are very qualified.
- Took too long to get started on original format.
- Too pressed for time.
- Regional pre-meetings with training as an essential piece.
- Time was spent in the combined group that would have been better used in the divided topic groups.
- I liked the clarification of what we were discussing. Comments were useful. Summarizing was helpful.
- I would like to see all the literature distributed at the stakeholder groups as well as of the literature posted on the website put in a cliff note version which would make it much more youth, family, consumer and mental health worker friendly. There is so much to read that I feel a lot of it is lost due to lack of time and concentration.
- Always title "clients/family/and others."
- Major issues in client/family meetings should be mentioned in the afternoon workgroup meeting.
- Very good if input is recorded and used.
- Bring everyone to the table instead of separating us at different tables.

### ***Productivity***

- Something in order to build trust with the Client Network folks. The negative vibes hold back the positive strides necessary to move forward. I'm not sure anything has truly gotten accomplished that couldn't get done with everyone there and included. I appreciate the difficulty of this process and hope we find a middle ground to get started and hopefully move forward.
- Did we reach consensus or really decide on anything?
- It would be helpful if the workgroup could have more actual input to the wording of the small county draft. It seems from the morning session that there is widespread agreement about some changes that need to be made! It was a good meeting.
- I like the information but in some prior meetings too much bashing was done instead of focusing on solutions.

### ***Client and Family Member Participation***

- Opportunity for networking and discussion of issues that may not be working or not working for the different counties.
- Actually provide funds so clients and family members could participate. Clients are woefully underrepresented since they can't afford to come.
- More involvement by clients and family members.
- Very necessary to build bonds that can work together. Thanks, great work!!!

- The best dialogue takes place at these meetings. In the afternoon we are overwhelmed by jargon and administration “form filler-outers.”
- Need to get more family members and clients to attend the pre-meeting and workgroups. Everything is open for discussion during the pre-meeting.

### ***Other***

- Excellent opportunity or missed opportunity?
- Education
- Families, consumers/peers
- Providers: mental health workers, agencies, etc.
- Law enforcement
- Court: judges, district attorneys and probation
- How to mandate DMH to use the money for the outreach and programs and not for consultants?
- Brainstorming to reduce the problem of stigma.
- Not sure they are needed!
- We need phone lines to help all who are young and old with mental illness.